

TRANSFER/PROMOTIONAL OPPORTUNITY

PROGRAM ASSISTANT I

Department of Employee Relations

PURPOSE:

The person in this position provides assistance to the Certification and Pay Services section and the Financial Operations section of the Department of Employee Relations (DER) in processing referral and certification of eligible candidates to hiring departments, coordinating pre-employment drug and medical testing and the I-9/E-verify process for new hires, payroll processing, and preparation, processing and tracking of requisitions and vouchers through the City's financial accounting system. This position also serves as the primary back-up to the DER reception area, provides information to guests, answers phone calls, and directs calls to the appropriate DER staff.

ESSENTIAL FUNCTIONS:

- ◆ Maintain and update spreadsheets for financial tracking and forecasting purpose, including accounts receivable and operating expenditure tracking.
- ◆ Process cash receipt transactions and vouchers through the City's financial accounting system.
- ◆ Provide assistance with the preparation and processing of interdepartmental requisitions and invoices.
- ◆ Provide copies of eligible lists, proper forms, and applications of candidates to hiring departments.
- ◆ Maintain accurate data regarding certification activities in applicant tracking database.
- ◆ Coordinate and monitor pre-employment medical and drug testing by corresponding with hiring departments through email and telephone, typing information into various forms, maintaining MS Excel databases, and monitoring the fax machine and a secure Internet-based site for test results.
- ◆ Coordinate I-9 and E-Verify process to verify employment eligibility of new hires by assisting employees with completing Internet-based forms, verifying employees' documents, and monitoring an Internet-based site for results.
- ◆ Audit timecards.
- ◆ Process military leave requests.
- ◆ Assist with mass rate changes for the City's payroll including Fire and Police departments.
- ◆ Deliver outgoing mail / pick up incoming mail for the City mail distribution center on a daily basis.
- ◆ Greet, assist, and answer questions from walk-in visitors to DER reception area, such as City employees, elected officials, applicants, exam candidates, exam raters, vendors, complainants, and members of the public.
- ◆ Provide applications, job postings, application information to walk-in visitors to DER reception area.
- ◆ Receive and appropriately timestamp, file, and/or route documents from applicants and others, such as applications, transcripts and other credentials, questionnaires, and hand-delivered mail and packages on a daily basis.
- ◆ Answer a high volume of telephone calls, responding to inquires related to employment applications, benefits, worker's compensation and other employment issues, and transferring calls to appropriate DER staff.
- ◆ Perform other job-related duties as assigned.

Reasonable accommodations requested by qualified individuals with disabilities will be made in accordance with the Americans with Disabilities Act (ADA) of 1990.

MINIMUM REQUIREMENTS:

1. Current status and at least three months of experience as a regularly appointed employee of the

Program Assistant I (DER)

City of Milwaukee. NOTE: A person shall be eligible for promotional examinations after passing a probationary period as a regularly appointed employee in a position in the city service.

2. Four years of experience providing clerical/administrative support, with at least one year of experience at or above the Office Assistant III level.

NOTE: *Equivalent combinations of education and experience may also be considered.*

DESIRABLE QUALIFICATIONS:

- Experience working in a human resources setting or with human resources issues.

KNOWLEDGE, SKILLS, ABILITIES, AND OTHER CHARACTERISTICS:

- Ability to consistently handle a high volume of telephone calls and customer inquiries on a daily basis.
- Ability to listen to and communicate calmly and tactfully with individuals who may be upset, both in person and over the telephone.
- Ability to deal with stress while maintaining a positive demeanor.
- Ability to perform accurate data entry and use DER's computerized applicant tracking system.
- Skilled in use of Microsoft Access, Excel, Word, the Internet, and Outlook/email.
- Ability to be flexible, multitask, and pay attention to detail.
- Ability to establish and maintain good working relations with a multi-cultural, multi-disciplinary team, other agencies, and the public.
- Ability to work independently, prioritize tasks, coordinate several projects simultaneously, and follow through on assignments.
- Ability to write clearly and concisely, along with the ability to carefully scrutinize written documents.
- Desire to serve the public, honest, and able to maintain confidentiality regarding all City-related business.
- Knowledge of office practices, procedures, and equipment.
- Superior organizational skills, including the ability to maintain multiple filing systems.

PROGRAM ASSISTANT I (Dept. of Employee Relations)

THE CURRENT SALARY RANGE (5EN) is \$39,507 to \$45,577 annually.

THE SELECTION PROCESS will be job related and will consist of one or more of the following: an evaluation of related training, experience, and accomplishments, written tests, interview, or other assessment methods. The Department of Employee Relations reserves the right to call only the most qualified candidates to oral tests, performance tests, or personal interviews. Information from the selection process will be used to make a hiring decision. Selected candidates will be transferred and/or promoted to the position.

APPLICATION PROCEDURE:

- Applications may be obtained from the Department of Employee Relations, Room 706, City Hall, 200 E Wells St, Milwaukee, WI 53202, by calling 286-3751 or by visiting www.milwaukee.gov/jobs.
- Applications should be returned to: Michelle Stein, Department of Employee Relations, 200 E Wells St, Rm 706, Milwaukee WI 53202-3554 by **September 7, 2012**. Receipt of applications may be discontinued any time after that date.